

HAZEM A. HEBISH

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Key Qualifications:

Have 26 years of experience in general management at the industrial field as well as financial aspects (project management & business assessment ,feasibility studies, financial analysis) that I gained working in large projects within the Industrial Modernization Center (IMC), United Nations Industrial Development Organization (UNIDO) and the Industrial Development Bank of Egypt. My expertise and skills are backed by a solid track record of achieving annual targets and goals.

Education:

PHD in Quality Management, Arab Academy for Science, Technology, and Maritime Transport / Productivity and Quality Institute, 2017
M.Sc in Public Management, Arab Academy For Science And Technology, and Maritime Transport 2006
Diploma in Economics of Banks and Financial Markets, Alexandria University, 2002
B.Sc., in Accounting, Faculty of commerce,Alexandria University, 1989

Experience:

Senior Regional Manager **November 2010 - Present**

Industrial Modernization Center (IMC)

IMC is a jointly funded project by the EU and the Egyptian Government. The overall aim of this project is to improve the competitiveness of the Egyptian manufacturing industry through the implementation of a comprehensive programme of support in upgrading and modernization of industrial enterprises.

Scope of the job:

IMC Senior Regional Manager; assigned to manage a geographic region with multiple BRCs (Business Resource Center) and may be Satellite(s) to ensure proper coordination with IMC Regional Stakeholders. Be the prime senior resource for Key Account clients in the region to meet periodically, assess progress of their

project and support their account managers in handling their concerns. Also, is to participate in setting strategic plans and development of KPIs to ensure achieving global IMC targets and work closely with their counterparties to achieve shared vision.

Responsibilities:

- Continually assess emerging regional business needs, key projects and service providers, to ensure the effectiveness of the implementation in the region.
 - Developing effective Regional strategies and Tactical action plans in order to maintain a detailed knowledge of the activities and initiatives of the managed region through providing guidance and leading work teams to develop processes and handle issues related to customer Service (i.e. client relations, project management, service levels..etc);
 - Liaison and coordinate activities between BRCs in his region and Regional Stakeholders including client event organization;
 - To be the prime senior resource for Key Account clients in the region to meet periodically, review progress of their project and support their account managers in handling their concerns;
 - Coordinating reports and assuring adequate information is entered regularly;
 - Liaison activities with TA sector organization and other IMC central functions;
 - Ensure regional coherence, alignment and impact through follow up on BRC teams on timely project execution & ensure proper communication among parties involved;
 - Provide required regular reporting on the progress of activities of the region and take corrective actions and development initiatives;
 - Develop plans and write proposals to initiate and expand the necessary reporting, including annual work plans and detailed BRC Business Plans;
 - Conceptualize and write proposals to expand and develop Business Development Programs in his/her geographical region;
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- Foster overall atmosphere of productivity, high performing teams, creativity and innovation;
- Maintain a healthy, vibrant and learning-oriented working environment for Regional staff, coordinating timely discussion on strategic planning issues, knowledge management, and creating opportunities for learning and career development;
- Ensures the smooth operation of the workflow with respect to customer satisfaction;
- On as needed basis, provide regular coaching to the field force as well as accompany field officers to client visits;
- Promote strong ethics, ensuring fair and equitable treatment of staff and contributing to commitment to diversity;
- Undertake other tasks as deemed relevant by Director, Regional Development Programs.

Regional Manager

June 2007 – November 2010

Industrial Modernization Center (IMC)

Scope of the job:

The IMC Regional Manager develops and manages Branch activities at the regional level, through pro-active and re-active contacts with regional businesses and business-related organizations. This position facilitates the delivery of superior business development services and builds a strong regional client base and business network for IMC branch and other IMC Components. The Branch Manager supervises Officers in his/her region.

Responsibilities:

- Maintains a detailed knowledge of activities and developing initiatives of the IMC.
 - Prepares and maintains an analysis of the regional business community and promising sectors and clusters.
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- Understands and report on legislative and regulatory obstacles that are hindering the modernization of industry in the region.
- Identifies potential client businesses that would benefit from IMC activities and initiate their involvement.
- Identifies and works with relevant business, trade or other organizations to create a network that supports the activities of the IMC.
- Undertakes necessary planning and reporting, including an annual Business Plan in coordination with Sector Heads.
- Hires and manage Business Development Officers in coordination with Sector Heads as well as hiring and managing support staff.
- Maintains good working relationships with regional strategic partners
- Acts as a leading force and motivator for modernization amongst the regional business community.
- Cooperates with other members of IMC components.
- Carry out other duties as assigned.

Branch Manager (Borg El-Arab Branch) November 2005 – June 2007

Industrial Modernization Center (IMC)

Participate with the upgrading committee in creation and implementation of objectives including:

- Ongoing analysis of local business community including sectors and clusters
 - Assess emerging local business needs and service providers to evolve the portfolio of services of the Borg El-Arab Branch
 - Development of the Branch in the designated area
 - Build a database of clients and prospects, as well as a local consultant registry
 - Maintain good working relationships with local strategic partners such as business associations as well as trade, academic or other organisations
 - Act as a leading force and motivator for modernisation in the area
 - Cooperate fully with the IMC Network as well as IMC representatives
 - Undertake marketing and other activities to ensure successful implementation
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Senior Financial Advisor

July 2005 – November 2005

Industrial Modernization Center (IMC)

- Deliver financial advice to the local business community.
- Assist (Business Resource Centre) BRC' client accessing credit.
- Develop good relationships with banks, financial institutes and other donor lending programs.
- Assist in the development of the BRCs financial plans.
- Provide on-job-training for clients and BRC junior staff in his field of specialization.
- With the General Manager, formulate staff training and development plans
- Ensure efficient and effective delivery of the services provided by both the BRC staff and the external service providers
- Assist in promotional activities on the local level for both IMP / BRC
- Prepare sector specific financial information to form the basis for benchmarking of the results of the finance related diagnosis of enterprises
- Develop a database of the beneficiary enterprises which would contain information on their pre- diagnosis and post-diagnosis status and which would facilitate assessment of programme impact at enterprise level.
- Participate in the mobilization of the target enterprises for upgrading and modernization by way of organizing awareness seminar , preparation of brochures questionnaire and interactions with IMC and BRC

Financial Advisor

January 2004 – July 2005

United Nations industrial Development Organization (**UNIDO**)

The overall aim of this project is to improve the competitiveness of the SMEs manufacturing industry in Borg El-Arab region through the implementation of a comprehensive programme of support in upgrading and modernization of industrial enterprises in the region.

- Prepare sector specific financial information to form the basis for benchmarking of the results of the finance related diagnosis of enterprises
- Participate with the upgrading committee in creation and implementation of objectives including:
 - Selection of local consultants teams and international experts
 - Finalize a specific team for each up grading enterprise and nominate a team leader in each case.
 - Follow and support this experts team as soon as the enterprise signs the upgrading contract.
 - Monitor the experts' reports writing, during their stay in Borg el Arab and finalize the validation of the report by the enterprise, specially the financial aspects.
- Assess the finances of these strategies with reference to the industrial, marketing and human resources strategies.
- Develop a database of the beneficiary enterprises which would contain information on their pre- diagnosis and post-diagnosis status and which would facilitate assessment of programme impact at enterprise level.
- Participate in the mobilization of the target enterprises for upgrading and modernization by way of organizing awareness seminar , preparation of brochures questionnaire and interactions with IMC (industrial modernization centre) and BRC (business resource centre)

Industrial Development Bank

November 1991 – December2003

Assistant Manager - Credit Department- September 2002 - December 03

- Assessing financial statements, financial status and feasibility studies for projects.
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- Analyzing financial statements for companies requesting credit and loans.
- Identifying the credit needs for projects.

First Credit Officer – Credit Department- October 2000 – September 2002

- Assessing feasibility studies.
- Advising clients of the best ways of getting credits and loans through credit policy.
- Monitoring the progress of the loans.

Credit Officer (A)- Credit Follow- Up Department- August 1997 – October 2000

- Monitoring of un-paid loans.
- Preparing reports on each case/client of these un- paid loans specifying:-
 - The problems facing the client which disabled him from paying back his loan.
 - Suggesting solutions for his problems whether it is financing, managerial or marketing.
- Monitoring the progress of client in implementing the solutions suggested by the bank.
- Making the necessary studies for collecting/terminating the non- performing debts by either going into legal procedures or by any other financial settlement with the client ending the relation with the bank.

Credit Officer - Credit Follow- Up Department- November 1991 – August 1997

- Monitoring the fulfillment of terms of loans.
 - Monitor the expenditure of the credit loans according to the loan agreement.
 - Periodic visits to the clients facilities to ensure the client commitment and the payment of loan installments will be according to plan.
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Additional Professional Training and activities:

- Improving Policies and Access to Finance for Small and Medium-Sized Enterprises in MENA (SMEs)" by (IMF) INTERNATIONAL MONETARY FUND.
 - “National Awards for Excellence” for the three types (Quality, Export and Innovation) regional member.
 - Organizational learning and innovation for sustainable future by **Peter Senge**.
 - Project management
 - Study Tour to Czech Republic : Allow BRC (Business Resource Center) managers to participate in visits to similar SME support agencies and institutions in Czech Republic to learn about successful and innovative examples of best practice that support the growth of (industrial) SMEs.
 - Quality Skills for Business Advisors.
 - Communication Skills for Business Advisors.
 - Application of COMFOR III software in project appraisal, organized under the joint auspices and sponsorship of the United Nations Industrial Development Organization – UNIDO.
 - Project Cycle Management.
 - Business Counselling Skills Training & understanding the consulting process.
 - UNIDO upgrading methodology for industrial modernization in Egypt, Arab Academy, Alexandria.
 - Awareness training course on application of Total Quality Management Standards:ISO 9001-2000, 14000, 18000 and HACCP for food products, March 2004 , Arab Academy, Alexandria.
 - Credit and Banking Finance (cash flow / A.C.C /asset protection),
 - Credit Banking and Establishing of Credit Nurseries, October
 - SWIFT and Financial Documents Evaluation, Banking Institute.
 - Feasibility Studies and Projects Evaluation, Central Bank of Egypt.
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- Marketing of Banking Services, Banking Insitute.
- Assessing Financial Statements, Central Bank of Egypt.
- Assessing Project's Feasibility Studies, Sadat Academy.

SKILLS

- ❖ Ability to create innovative programs to achieve business goals with strategic thinking and prioritization skills.
- ❖ Strong communication and interpersonal skills dealing with various cultures with experience in negotiations, training and presentations.
- ❖ Solid analytical and problem solving skills with a bias for action. Strong teamwork focus with the ability to work independently.
- ❖ Powerful project management skills, developed during professional experience and as part of education.

Computer Skills

- Microsoft Office .Word, Excel , PowerPoint .
- Internet: Explorer, Mozilla Firefox
- Oracle user

Languages:

- Fluent in Spoken, Reading, and Writing English, Arabic (Native)

Personal Information

Date of Birth March 24, 1967

Marital Status Married with Four children

Nationality Egyptian

Military Status Completed

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